

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: System and Method for Multi-Channel Communication Queuing
Serial No.: 09/823,590 Filing Date: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2642
Docket No.: SBL0001US Client Ref. No. SIEB059/US

Austin, Texas
August 10, 2005

MAIL STOP AMENDMENT
COMMISSIONER FOR PATENTS
P. O. BOX 1450
ALEXANDRIA, VA 22313-1450

RESPONSE TO NON-FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated March 10, 2005, having a shortened statutory period expiring on June 10, 2005. A Petition for a Two-Month Extension of Time is submitted herewith, allowing Applicants until August 10, 2005 to respond. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification, Claims, or Drawings are presented in this paper.

A listing of claims begins on page 2 of this paper.

Remarks begin on page 6 of this paper.